

State of Alaska FY2011 Governor's Operating Budget

Department of Health and Social Services Departmental Support Services Results Delivery Unit Budget Summary

Departmental Support Services Results Delivery Unit

Contribution to Department's Mission

Provide quality administrative services in support of the department's mission.

Core Services

- Provide divisions with necessary information to improve compliance with federal and state laws/policies to ensure our fiduciary responsibilities are met.
- Improve DHSS staff knowledge and skills and maintain high morale to continually improve performance and services for Alaskans.
- Promote cost containment. Maximize revenue.
- Provide efficient centralized administrative support to nine DHSS divisions across offices in Juneau and Anchorage.

Results at a Glance

(Additional performance information is available on the web at <http://omb.alaska.gov/results>.)

END RESULT A: Effective and efficient delivery of administrative services facilitate the department's mission.

- DHSS administration overhead costs have met the goal of being under 2% in each of the last four years (FY05 - FY09).
- In FY09, the stability of the Facilities Section staff, coupled with the internal changes initiated in FY07 and FY08, contributed to the Section continuing to process reimbursement requests in less than five days.

END RESULT B: Management of department budget processes is improved.

- Due to receiving 87 inquiries response times to legislative requests have not met the 80% goal of responding to legislative inquiries within five working days.

END RESULT C: Effective and efficient delivery of services facilitate the department's day-to-day operations.

- During FY09, IT successfully made great strides on several department wide desktop deployment and server projects while decreasing the average number of days to complete service and incident calls.
- Performance percentages fluctuated per quarter from a low of 40% to a high of 90% in FY09.

Key RDU Challenges

The following are key challenges:

- Meeting increased federal compliance requirements for data security under HIPAA.
- Implementing additional enhancements to eGrants.
- Continuing improvements to revenue systems including MaxCars and timely reporting.
- Capital costs continue to increase due to high cost of materials. Continuing to manage projects successfully in this environment is difficult.
- Managing changes to keep current with rapidly changing technology without identified funding for equipment upgrades continues to stress existing resources.

Significant Changes in Results to be Delivered in FY2011

The Department of Health and Social Services has begun an internal training regimen to improve employee performance, increase compliance with federal and state fiscal policy and procedures, and increase staff productivity. The goal is to increase employee understanding and awareness of both roles and responsibilities and policies and procedures, and to provide instruction on the availability and use of various tools to assist in performance of their duties. Administrative staff

training also includes instruction designed to improve the timeliness of response to requests for financial information, improve the accuracy of the information provided and to subsequently reduce financial penalties. An ancillary benefit anticipated is improved morale and reduced employee turnover.

Updated Status for Results to be Delivered in FY2010

The Department of Health and Social Services consolidated administrative functions into a centralized unit beginning in FY05. Over the last year, management has determined that the consolidation did not achieve the desired results and that the positions should be returned to the originating divisions. A total of 78 administrative staff positions will be transferred out from Administrative Support Services to the originating line divisions in the FY10 Governor's Budget.

Status Update: Effective July 1, 2009 administrative positions consolidated in FY05 were returned to divisions in the FY10 budget. As a result, Administrative Support Services' focus changed to providing department-wide services and coordinating key administrative workflow between division administrative staff and other departments such as budget items with the Office of the Governor and financial processes with the Department of Administration.

Major RDU Accomplishments in 2009

- Streamlined the department website from 18,000 pages to 12,000 pages to prepare for the move into a content management system, to make the website more accessible to Alaskans with special needs and comply with federal accessibility guidelines.
- Completed several statewide outreach campaigns including Medicare Enrollment, Heating Assistance, Women, Infants and Children, New Foods, Volcanic eruption health and safety, and FosterWare.
- Successfully managed the medical record and claims processing portion of the payment error rate measurement initiative, resulting in very few errors for the state of Alaska.
- Developed new Medicaid eligibility regulations that promote efficient program administration by both the department and providers of Medicaid services as well as provide Medicaid clients with clear guidance as to their rights and responsibilities.
- Completed construction of a new virology lab in Fairbanks.
- In FY09, the Finance and Management Budget Section's Medicaid Budget Group implemented a new short-term Alaska Medicaid projection (STAMP) model using the SPSS forecasting software.
- Reassigned staff to a special project team tasked with implementing independent consultant recommendations to improve the federal revenue collection and reporting process.
- Submitted the CMS 64 quarterly report for Medicaid services within the deadline and completed the on-site review within standards.
- 61 grantees participated in eGrants 'Application Submittal' pilot project and successfully submitted FY10 continuation applications electronically through eGrants.
- Recovered \$300,000 of unexpended and/or mis-expended grant funds.
- Completed a Safety and Security Assessment plan of the department's four oldest youth facilities. This plan paves the future for securing funding in the amount of \$167.8 million over the next eight years to address facility deficiencies identified in this plan.
- Initiated planning activities for the Alaska Pioneer Homes for addressing the increasing and aging population.
- Through the continued consolidation Information Technology has successfully instituted a department-wide licensing compliance program which tracks license procurement, contract renewals, and compliance with licensing agreements.

- Utilizing IT-deployed SharePoint infrastructure, DHSS successfully completed two pilot projects to introduce the concept of content management for publically facing DHSS web pages.

Contact Information
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Departmental Support Services RDU Financial Summary by Component

All dollars shown in thousands

	FY2009 Actuals				FY2010 Management Plan				FY2011 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
Formula Expenditures												
Medicaid	0.0	0.0	0.0	0.0	0.0	6,243.8	0.0	6,243.8	700.0	5,543.8	0.0	6,243.8
School Based Admin Clms												
Non-Formula Expenditures												
Public Affairs	888.6	525.2	348.6	1,762.4	329.4	924.3	332.7	1,586.4	329.4	924.3	334.8	1,588.5
Quality Assurance and Audit	277.9	273.6	0.0	551.5	597.7	576.9	0.0	1,174.6	597.7	576.9	0.0	1,174.6
Commissioner's Office	2,077.6	1,165.6	911.0	4,154.2	663.4	494.6	1,050.5	2,208.5	853.3	500.3	885.5	2,239.1
Assessment and Planning	25.5	36.2	0.0	61.7	125.0	125.0	0.0	250.0	125.0	125.0	0.0	250.0
Administrative Support Svcs	7,664.1	5,151.1	1,196.6	14,011.8	5,110.4	4,336.1	841.9	10,288.4	5,116.6	3,839.5	843.3	9,799.4
Hearings and Appeals	390.7	275.3	0.0	666.0	590.2	174.0	0.0	764.2	591.0	374.0	0.0	965.0
Facilities Management	109.8	30.7	2,056.1	2,196.6	0.0	125.2	1,117.6	1,242.8	0.0	125.2	1,117.6	1,242.8
Information Technology Services	7,588.4	4,597.1	1,870.5	14,056.0	6,304.7	7,818.4	1,627.5	15,750.6	7,779.7	7,068.4	1,402.5	16,250.6
Facilities Maintenance	0.0	0.0	0.0	0.0	0.0	0.0	2,454.9	2,454.9	0.0	0.0	2,454.9	2,454.9
Pioneers' Homes	0.0	0.0	0.0	0.0	0.0	0.0	2,125.0	2,125.0	0.0	0.0	2,125.0	2,125.0
Facilities Maint												
HSS State Facilities Rent	3,490.9	1,061.7	0.0	4,552.6	4,406.2	425.6	79.3	4,911.1	4,315.3	425.6	79.3	4,820.2
Totals	22,513.5	13,116.5	6,382.8	42,012.8	18,127.0	21,243.9	9,629.4	49,000.3	20,408.0	19,503.0	9,242.9	49,153.9

**Departmental Support Services
Summary of RDU Budget Changes by Component
From FY2010 Management Plan to FY2011 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2010 Management Plan	18,127.0	21,243.9	9,629.4	49,000.3
Adjustments which will continue current level of service:				
-Public Affairs	0.0	0.0	2.1	2.1
-Commissioner's Office	189.9	5.7	-225.0	-29.4
-Administrative Support Svcs	6.2	-196.6	1.4	-189.0
-Hearings and Appeals	0.8	200.0	0.0	200.8
-Medicaid School Based Admin Clms	700.0	-700.0	0.0	0.0
-Information Technology Services	975.0	-750.0	-225.0	0.0
-HSS State Facilities Rent	-90.9	0.0	0.0	-90.9
Proposed budget decreases:				
-Administrative Support Svcs	0.0	-300.0	0.0	-300.0
Proposed budget increases:				
-Commissioner's Office	0.0	0.0	60.0	60.0
-Information Technology Services	500.0	0.0	0.0	500.0
FY2011 Governor	20,408.0	19,503.0	9,242.9	49,153.9